

AMENDMENT AND PRESENTATION OF CLAIMS

Please replace all prior claims in the present application with the following claims, in which claims 1, 3-4, 6, 8-9, 11, 13-14, 16, 18-19, 21, 23-24, 26, 28-30, and 32-34 are currently amended, and no claims are canceled, withdrawn, or newly presented.

1. (Currently Amended) A method for providing an on-line billing system, the method comprising:

storing account information of a plurality of customers in a database, the account information

including information for associating each of the plurality of customers with a particular agent among a plurality of agents;

generating a list of customer accounts corresponding to the particular agent from the account information; ~~and~~

displaying the list via a web browser to the particular agent;

detecting an event that changes an association between one of the customers and the particular agent;

determining whether the particular agent has enabled notification of account changes; and

in response to detecting the event and determining that the particular agent has enabled notification of account changes, generating an electronic mail message describing the event and sending the electronic mail message to the particular agent.

2. (Original) The method according to claim 1, further comprising:

drilling down to view a particular customer invoice associated with a particular customer account selected from the list.

3. (Currently Amended) The method according to claim 1, ~~further comprising:~~
~~providing automatic receipt of an e-mail notification message to notify one of the plurality of~~
~~agents of an event associated with the customer,~~ wherein the event includes ~~at least one of~~
a new enrollment of the one of the customers ~~and or~~ an account cancellation of the one of
the customers.
4. (Currently Amended) The method according to claim ~~3~~ 1, further comprising:
displaying at least one option to the particular agent for selectively enabling or disabling the
~~automatic receipt of the e-mail notification~~ of account changes.
5. (Original) The method according to claim 1, wherein the customer account in the storing step is associated with a user identification of the particular agent.
6. (Currently Amended) A server apparatus for providing an on-line billing system, the server apparatus comprising:
a communication interface configured to retrieve account information of a plurality of customers in a database, the account information including information for associating each of the plurality of customers with a particular agent among a plurality of agents; and
a processor coupled to the communication interface and configured to
generate a list of customer accounts corresponding to the particular agent from the account information, ~~and to~~
instruct display of the list via a web browser to the particular agent,
detect an event that changes an association between one of the customers and the
particular agent,

determine whether the particular agent has enabled notification of account changes, and generate an electronic mail message describing the event and send the electronic mail message to the particular agent, in response to detecting the event and determining that the particular agent has enabled notification of account changes.

7. (Original) The server apparatus according to claim 6, wherein the processor is configured to drill down to view a particular customer invoice associated with a particular customer account selected from the list.

8. (Currently Amended) The server apparatus according to claim 6, ~~wherein the processor is configured to provide automatic receipt of an e-mail notification message to notify one of the plurality of agents of an event associated with the customer,~~ wherein the event includes at least ~~one of~~ a new enrollment of the one of the customers ~~and or~~ an account cancellation of the one of the customers.

9. (Currently Amended) The server apparatus according to claim ~~8~~ 6, wherein the processor is configured to display at least one option to the particular agent for selectively ~~disable~~ enabling or disabling the automatic receipt of the e-mail notification of account changes.

10. (Original) The server apparatus according to claim 6, wherein the customer account is associated with a user identification of the particular agent.

11. (Currently Amended) An e-billing system comprising:

a database configured to store account information of a plurality of customers in a database, the account information including information for associating each of the plurality of customers with a particular agent among a plurality of agents;

a server communicating with the database, the server being configured to generate a list of customer accounts corresponding to the particular agent from the account information, ~~and to~~ instruct display of the list via a web browser to the particular agent, detect an event that changes an association between one of the customers and the particular agent, determine whether the particular agent has enabled notification of account changes, and generate an electronic mail message describing the event and send the electronic mail message to the particular agent, in response to detecting the event and determining that the particular agent has enabled notification of account changes; and

a client communicating with the server, the client being configured to run the web browser to display the list.

12. (Original) The system according to claim 11, wherein the server is configured to drill down to view a particular customer invoice associated with a particular customer account selected from the list.

13. (Currently Amended) The system according to claim 11, ~~wherein the server is configured to provide automatic receipt of an e-mail notification message to notify one of the plurality of agents of an event associated with the customer~~, wherein the event includes at least

~~one of a new enrollment of the one of the customers and or an account cancellation of the one of the customers.~~

14. (Currently Amended) The system according to claim ~~13~~ 11, wherein the server is configured to instruct display of at least one option to the particular agent for selectively disable enabling or disabling the automatic receipt of the e-mail notification of account changes.

15. (Original) The system according to claim 11, wherein the customer account is associated with a user identification of the particular agent.

16. (Currently Amended) A server apparatus for providing an on-line billing system, the server apparatus comprising:

means for storing account information of a plurality of customers in a database, the account information including information for associating each of the plurality of customers with a particular agent among a plurality of agents;

means for generating a list of customer accounts corresponding to the particular agent from the account information; ~~and~~

means for displaying the list via a web browser to the particular agent;

means for detecting an event that changes an association between one of the customers and the particular agent;

means for determining whether the particular agent has enabled notification of account changes; and

means for generating an electronic mail message describing the event and sending the electronic mail message to the particular agent, in response to detecting the event and determining that the particular agent has enabled notification of account changes.

17. (Original) The server apparatus according to claim 16, further comprising:

means for drilling down to view a particular customer invoice associated with a particular customer account selected from the list.

18. (Currently Amended) The server apparatus according to claim 16, ~~further comprising:~~

~~means for providing automatic receipt of an e-mail notification message to notify the plurality of agents of an event associated with the customer,~~ wherein the event includes at least one of a new enrollment of the one of the customers ~~and or~~ an account cancellation of the one of the customers.

19. (Currently Amended) The server apparatus according to claim ~~18~~ 16, further comprising:

means for displaying at least one option to the particular agent for selectively enabling or disabling the ~~automatic receipt of the e-mail~~ notification of account changes.

20. (Original) The server apparatus according to claim 16, wherein the customer account is associated with a user identification of the particular agent.

21. (Currently Amended) A computer-readable medium carrying one or more sequences of one or more instructions for providing an on-line billing system, the one or more sequences of

one or more instructions including instructions which, when executed by one or more processors, cause the one or more processors to perform the steps of:

storing account information of a plurality of customers in a database, the account information including information for associating each of the plurality of customers with a particular agent among a plurality of agents;

generating a list of customer accounts corresponding to the particular agent from the account information; ~~and~~

displaying the list via a web browser to the particular agent;

detecting an event that changes an association between one of the customers and the particular agent;

determining whether the particular agent has enabled notification of account changes; and

in response to detecting the event and determining that the particular agent has enabled notification of account changes, generating an electronic mail message describing the event and sending the electronic mail message to the particular agent.

22. (Original) The computer-readable medium according to claim 21, wherein the one or more processors further perform the step of:

drilling down to view a particular customer invoice associated with a particular customer account selected from the list.

23. (Currently Amended) The computer-readable medium according to claim 21, wherein ~~the one or more processors further perform the step of:~~

~~providing automatic receipt of an e-mail notification message to notify one of the plurality of agents of an event associated with the customer, wherein the event includes at least one of~~

a new enrollment of the one of the customers ~~and~~ or an account cancellation of the one of the customers.

24. (Currently Amended) The computer-readable medium according to claim ~~23~~ 21, wherein the one or more processors further perform the step of:

displaying at least one option to the particular agent for selectively enabling or disabling the ~~automatic receipt of the e-mail~~ notification of account changes.

25. (Original) The computer-readable medium according to claim 21, wherein the customer account in the storing step is associated with a user identification of the particular agent.

26. (Currently Amended) An account management tool for sales representatives of an enterprise employing an e-billing system including a computer system accessible for on-line interactive communication of product and service invoices to users, the account management tool comprising:

a database for storing customer account information including customer invoices, the customer information including information for associating a customer account with a particular sales representative;

a mechanism for retrieving from the database a list of all customer accounts associated with the particular sales representative; ~~and~~

a device for transmitting a list of the customer accounts associated with the particular sales representative to a sales representative browser device for display thereof, whereby customer account information associated with the particular sales representative is available for review;

a mechanism for detecting an event that changes an association between one of the customers and the particular sales representative;
a mechanism for determining whether the particular sales representative has enabled notification of account changes; and
a mechanism for generating an electronic mail message describing the event and sending the electronic mail message to the particular sales representative, in response to detecting the event and determining that the particular sales representative has enabled notification of account changes.

27. (Original) The account management tool according to Claim 26, further including:
a drill-down mechanism for enabling viewing of a particular customer invoice associated with a particular customer account selected from the customer account list.

28. (Currently Amended) The account management tool according to Claim 26, ~~further including e-mail notification mechanism enabling a sales representative to specify automatic receipt of e-mail notification message when~~ wherein the event includes enrollment by a new customer is enrolled for e-billing.

29. (Currently Amended) The account management tool according to Claim ~~28~~ 26, ~~further including e-mail notification mechanism enabling a sales representative to specify automatic receipt of e-mail notification message when~~ wherein the event includes a customer cancels cancellation of an e-billing customer account enrollment by the one of the customers.

30. (Currently Amended) The account management tool according to Claim ~~29~~ 26, further including a mechanism for enabling a sales representative to enable or disable the ~~e-mail~~ notification of account changes ~~mechanism~~.

31. (Original) The account management tool according to Claim 26, wherein the customer account is associated with a user ID of the sales representative and recognized by the e-billing system.

32. (Currently Amended) A method for tracking customers enrolled in an e-billing system employed by an enterprise, the e-billing system including a computer system accessible for on-line interactive communication of product and service invoices to customers, the method comprising:

tracking enrolled customers and associated customer account information, and storing customer account information including customer invoices of the enrolled customers in a database, associating enrolled customers with a particular sales representative of the enterprise;

retrieving from the database a list of all customer accounts associated with the particular sales representative; ~~and~~

transmitting a list of the customer accounts associated with the particular sales representative to a sales representative browser device for display thereof, whereby customer account information associated with the particular sales representative is available for review by the particular sales representative; ~~review~~

detecting an event that changes an association between one of the customers and the particular sales representative;

determining whether the particular sales representative has enabled notification of customer account changes; and
in response to detecting the event and determining that the particular sales representative has enabled notification of customer account changes, generating an electronic mail message describing the event and sending the electronic mail message to the particular sales representative.

33. (Currently Amended) The method according to Claim 32, wherein the event includes a new enrollment in the e-billing system by the one of the customers ~~customer enrolled in the e-billing system, the step of automatically notifying the sales representative of the new enrolled customer.~~

34. (Currently Amended) The method according to Claim ~~33~~ 32, wherein ~~upon the event~~ includes a determination deletion of a the one of the customers ~~customer being deleted from the e-billing system, the step of automatically notifying the sales representative of the deleted customer.~~